

COMPLAINT DISPOSITION SUMMARY September 15, 2011

	<u>YTD September 2011</u>	<u>YTD September 2010</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>
Complaints Received	33	74	130	129	128	99	82
Complaint Dispositions	<u>89</u>	<u>65</u>	<u>83</u>	<u>123</u>	<u>118</u>	<u>138</u>	<u>97</u>
Disposition Breakdown							
No Action/Dismissed	60	28	34	30	42	37	57
Letter of Counsel*	5	18	19	21	24	12	14
Letter of Warning*	1	4	5	4	6	23	22
Private Reprimand*	13	7	2	23	17	3	23
Public Actions*:							
Reprimand	2	2	4	7	18	1	4
Suspension	3	0	2	39	1	1	5
Revocation	7	4	4	27	32	3	6
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	14	7	5	62	29	8	25
Administrative Fine**	17	10	3	63	31	8	34
Follow-Up Actions							
Non-Compliance Suspensions	1	2	2	0	0	13	13

* Disciplinary Actions May Involve Multiple Complaints in One Settlement Order

** Included in Private Reprimands and Public Disciplinary Actions